# Team Huddle Talking Points

We are here representing LetsGetChecked who has planned the screening event with the site contact, so we identify ourselves as LetsGetChecked.

- We've all gone through our training which notes that the primary goals for this event are FAST, FRIENDLY, PROFESSIONAL AND PRIVATE.
- All stations must stay fully set-up until event end time. No partial breakdown of any station prior to end time please.
- Review tests to be performed (listed in Humanity)
- There is NO COACHING ON RESULTS, which is unique to LetsGetChecked/ Optum events. You can explain that because we don't have a full medical history it is more appropriate that you talk with your doctor about what the results mean in the context of your medical and family history.
- We keep the white copy of the results. Please give the yellow copy to the participant.
- Our Huddle Text from US Wellness notes this as a/an [Optum, Rally or QR Code] event. Every participant must have already registered and requested an appointment through Optum or Rally. Optum and Rally events do not allow walk ins, but participants can register and request an open slot on the day of the event.
- Appointments made in advance show with a scheduled time – those who arrive on time for their scheduled time take priority! If someone comes more than 5 minutes late to their screening appointment, we have to be careful to ensure we are not delaying those with scheduled appointments who are on time.
- Same day slot requests do not have an assigned appt time (bottom of list view) – You can assign those participants to an available time if there is one available now or let them know when the next opening is and ask if they can come back at that time. We will talk more about this in a minute.
- If a participant is not on the appointment list but tell you they have an appointment, search their name in the search box provided on your tablet. If you find them using search but they are not on today's appointment list, they likely have an appointment on a different date. You may screen them in this case, but only if there is an open slot to do so.
- f they do not appear in the search, please direct them to register and make an appointment on either Optum or Rally (based on the registration type noted in the text we sent you at the start of the event. There are step by step instructions on Optum and Rally instructions on your tablet. Pull those up to walk the participant through the process. Help them along.
- Bathrooms are [discuss] and breaks are [discuss]
- If you have any questions during the event, please come to me discreetly. If I cannot solve, I'll escalate to US Wellness.